

# **Critical Incident Reporting Process Collaborative Training**

July, 1 2020

# Objectives

- Review Iowa Administrative Code (IAC) requirements for incident reporting
- Define the difference between a major and minor incident
- Identify updates to the reporting process for fee for service (FFS) members
- Gain knowledge regarding incident report troubleshooting and resources for each reporting entity

# Iowa Administrative Code: Chapter 77

- Habilitation Services- 77.25 (1)
- Health & Disability (HD) Waiver- 77.30 (18)
- Elderly Waiver- 77.33 (22)
- AIDS/HIV Waiver- 77.34 (14)
- Intellectual Disability (ID) Waiver- 77.37 (8)
- Brain Injury (BI) Waiver- 77.39 (6)
- Physical Disability Waiver- 77.41 (12)
- Children's Mental Health (CMH) Waiver- 77.46 (1)

# Iowa Administrative Code

- Defines major and minor incidents for HCBS waiver and Habilitation Services
- Identifies reporting requirements for major incidents
- Incident definitions and reporting timelines are the same for fee-for-service (FFS) members and managed care (MCO).
  - The difference is in the reporting process for each entity and is addressed later in this training
- Informational Letter 2128-MC-FFS clarifies that an incident report is required for any HCBS waiver or Habilitation member regardless if direct services were being provided at the time of the incident

# Definition of Major Incident

An occurrence involving a member enrolled in waiver (or Habilitation) services:

1. Results in a physical injury to or by the consumer that requires a physician's treatment or admission to a hospital;
2. Results in the death of the member;
3. Requires emergency mental health treatment for the member;
4. Requires the intervention of law enforcement;

# Definition of Major Incident (cont.)

- 5. Results in a report of child abuse pursuant to Iowa Code section 232.69 or a report of dependent adult abuse pursuant to Iowa Code section 235B.3;
- 6. Constitutes a prescription medication error or a pattern of medication errors that leads to the outcome in paragraph “1,” “2,” or “3”; or “5”
- 7. Involves a member’s location being unknown by provider staff who are assigned protective oversight. (This is when services or supervision by staff is to be provided or is scheduled)

# Minor Incident

An occurrence involving a member that is not a major incident which-

1. Results in the application of basic first aid
2. Results in bruising
3. Results in seizure activity
4. Results in injury to self, to others, or to property  
**(No physician or hospital treatment needed)**
5. Constitutes a prescription medication error  
**(No physician or hospital treatment needed)**

# Reporting a Major Incident

## **Who reports**

- First to know of incident
- Service providers
- Service workers
- Case managers, Targeted Case managers, Community Based Case Managers, Integrated Health Home Care Coordinators

## **Who does not report**

- Consumer Choice Options (CCO), Home and Vehicle Modification, and transportation providers or personal emergency response



# Reporting a Major Incident (cont.)

## **When to report**

- By the end of the next calendar day from the date the incident occurred or was discovered

## **What to report**

- Name of member
- Date occurred and/or discovered
- Description of incident
- Action agency took to manage incident
- Immediate Resolution/Follow-Up
- Root Cause

# Reporting A Major Incident (cont.)

## **Why is it necessary to report**

- State and Federal requirements
- Chapter 24 accreditation
- Best practice for your internal quality improvement plan
- Risk management
- Preventative measures

# Reporting Examples

## Major Incident Report Required - Examples

- Medication error resulting in physician's treatment
- Abuse (including when reported to DHS Abuse Hotline)
- Death
- Hospitalization/ER visit due to injury/mental health treatment
- Law enforcement intervention
- Location Unknown- lack of supervision

## Minor Incident Report – Examples

- Medication error- no reaction or no treatment needed
- Seizures with no physical injury
- Injury resulting in basic first-aid, bruising
- Injury to others resulting in basic first-aid, bruising
- Destruction of property

# Accessing Form 470-4698

Providers/Case Managers/Transition Specialists/Care Coordinators can access updated form on the DHS website <https://dhs.iowa.gov>



# Accessing Form 470-4698

## PROVIDER SERVICES

Overview

Rules and Policies

Provider Enrollment

Claims and Billing

Covered Services, Rates, and Payments

Forms

Tools, Training, and Initiatives

Program Integrity

Rights and Responsibilities

Contacts

About Iowa Medicaid

Member Services



## Providers Critical Incident Reporting

Attention: This form cannot be used to make a report of child abuse or dependent adult abuse. Report of suspected child abuse and dependent abuse shall be made by calling the Abuse hotline 1-800-362-2178. A critical incident report is required to be filed after an allegation of abuse has been filed.


- Second Incident Reporting Notice for Habilitation Providers and HCBS Waiver Providers
- Critical Incident Report form 470-4698 (Rev 5/20)
- Critical Incident Report User Guide Form 470-4698
- PORTAL to the Iowa Medicaid Provider Access: Critical Incident Report
- IMPA Case Management Business Process
- IME User Registration at Iowa Medicaid Portal Application
- IME Setting Up Groups to Use Iowa Medicaid Portal Application



# Accessing the Form 470-4698 (cont.)

  
[Click here for the  
User Registration Guide](#)

## Featured Functionality

- Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's has been a significant change in the level of care. Please send the medical information to IME or the appropriate MCO. If the member is a MCO member, please send the medical information to the appropriate MCO.
- [View COVID-19 DHS Resources](#)
- **Provider Informational Letters** - [Subscribe and/or Unsubscribe!](#)
- **Provider incident reporting** - As a provider, you can have the ability to report, track and monitor incidents in "real time".
- **Remittance Advice** - View weekly remittance advice online at your convenience.
- **Presumptive Eligibility** - Medicaid Presumptive Eligibility Portal can be accessed at this link: <http://dhsmpdp.iowa.gov>
- [Find a participating Medicaid provider](#)
- [Provider Reenrollment and OCD User Guide](#)
- [Critical Incident Report Form](#) 
- [HCBS Residential Member Assessment Form](#)
- [HCBS Residential Member Setting User Manual](#)

# Completing Form 470-4698

## IMPA 101

- IMPA is used ONLY for fee-for-service members
- Save the form to your desk top before completing
- Complete the form in its entirety as there are required fields (Medicaid Member Section, Case Manager, etc)
- Choose only ONE service/waiver program
- Do not choose “other” as a service program (this is reserved for MCO use only)

# Completing Form 470-4698

## IMPA 101 Cont'd

- “Verify Validations” at end of form
- Always include an Immediate Resolution and Root Cause
- Incident reports are not accepted via email
- Upload to the proper IMPA file, “Critical Incident File”



# Fee For Service (FFS) Reporting Process

The screenshot shows the Iowa Medicaid Portal Access page. A red arrow labeled '1' points to the 'File' link in the top navigation bar. A second red arrow labeled '2' points to the 'Upload File' link in the left sidebar. The page header includes 'Iowa Medicaid Portal Access' and a personalized greeting 'Good Afternoon Kelsey Chevalier'. The navigation bar contains links for File, Review, Manage, Information, Messages, and Logout. The left sidebar lists options: Claim PIN, Health Home, New Incident, and Upload File. The main content area features a 'welcome to Iowa Medicaid Portal Application!' message with an image of a doctor, a 'Helpful Hints' section with links to find providers and provider information letters, and a 'Medicaid in the news' section with a headline about breast cancer treatments.

1

Iowa Medicaid Portal Access

Good Afternoon Kelsey Chevalier

[File](#) ▶ [Review](#) ▶ [Manage](#) ▶ [Information](#) ▶ [Messages](#) [Logout](#)

Claim PIN  
Health Home  
New Incident  
Upload File ▶

welcome to Iowa Medicaid Portal Application!

Helpful Hints

Looking for a medicaid participating provider? **Find one here.**

Be sure to find all of the latest Provider Information Letters **here.**

Medicaid in the news

**Breast cancer: Similarly effective treatments vary in cost** (10/10/2016)  
The cost of treatment for

# FFS Reporting Process (cont.)

The screenshot shows the Iowa Medicaid Portal Access page. The browser address bar displays the URL: [https://dhsdevmsdwa.dhs.state.ia.us/IMPA/\(5pg12aafehstbhsbcr3ohjc2hj\)/Default.aspx](https://dhsdevmsdwa.dhs.state.ia.us/IMPA/(5pg12aafehstbhsbcr3ohjc2hj)/Default.aspx). The page header includes the text "Iowa Medicaid Portal Access" and "Good Morning Kelsey Chevalier". The navigation menu contains links: File, Review, Manage, Information, Messages, and Logout. The left sidebar has links: Claim PIN, Health Home, and Upload File. The main content area features a "Localhost/Dev Region" label, a "Welcome to the Iowa Medicaid Portal Application!" message, and a "Click here for the User Registration Guide" link. The "Featured Functionality" section lists "Provider Enrollment Renewal" with details about the ACA requirement. The "Helpful Hints" section provides information on finding providers and provider information letters. The "Medicaid in the news" section includes articles on dental insurance for older Americans, breast cancer treatment costs, and prescription drug costs.

1

2

3

Localhost/Dev Region

Helpful Hints

Looking for a medicaid participating provider? [Find one here.](#)

Be sure to find all of the latest Provider Information Letters [here.](#)

Medicaid in the news

**Few older Americans have dental insurance** (6 days ago)  
Only 12 percent of older Americans have some form of dental insurance and fewer than half visited a ...

**Breast cancer: Similarly effective treatments vary in cost** (10/10/2016)  
The cost of treatment for breast cancer varies widely, and even women with full health insurance are...

**Study examines reasons for high cost of prescriptions drugs in U.S., approaches to reduce costs** (8/24/2016)  
High prescription drug prices are attributable to several causes, including the approach the U.S....

**Provider Enrollment Renewal**

Provider enrollment renewal is an Affordable Care Act (ACA) requirement for all providers in order to stay active with the IME. This includes providers who were previously enrolled with Magellan and who recently enrolled with the IME. The ACA requires that the IME renew enrollment of all providers, regardless of provider types, at least every five years. Providers who fail to complete enrollment renewal by December 31, 2016, may be at risk for

# FFS Reporting Process (cont.)

The screenshot shows a web browser window with the URL [https://dhsdevms.dwa.dhs.state.ia.us/IMPAT/\(S\(2cs34njnwtqfjet4utb3w\)\)/FileUplo](https://dhsdevms.dwa.dhs.state.ia.us/IMPAT/(S(2cs34njnwtqfjet4utb3w))/FileUplo). The page title is "Iowa Medicaid Portal Access". The user is logged in as "Good Morning Kelsey Chevalier". The navigation menu includes "File", "Review", "Manage", "Information", "Messages", and "Logout". The current page is "Upload File : Critical Incident Report". The "Upload/View Documents" section has a dropdown menu for "Document Type" set to "Incident Reporting". Below this is a "Select a File:" label, a text input field, and a "Browse..." button. A red arrow with the number "1" points to the "Browse..." button. Below the input field is a message: "Please select file of the following types: .pdf". There is an "Upload" button below the message. The footer of the page says "Iowa Department of Human Services".

Iowa Medicaid Portal Access

Good Morning Kelsey Chevalier

File ▸ Review ▸ Manage ▸ Information ▸ Messages Logout

Upload File : Critical Incident Report

Upload/View Documents (Hide Upload/View CIR Documents...)

Document Type: Incident Reporting ▾

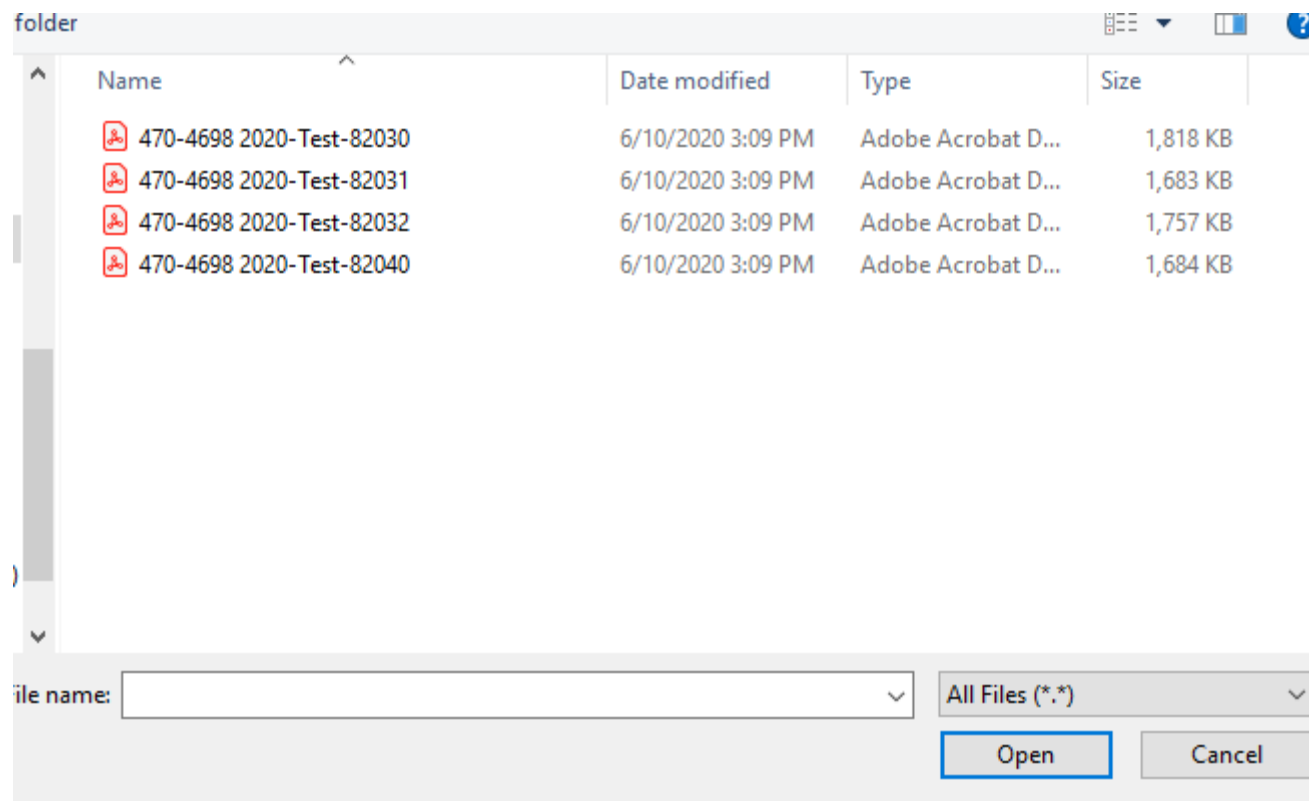
Select a File:  Browse...

Please select file of the following types: .pdf

Upload

Iowa Department of Human Services

# FFS Reporting Process (cont.)



# FFS Reporting Process (cont.)

The screenshot displays the Iowa Medicaid Portal Access interface. At the top, the header includes the text "Iowa Medicaid Portal Access" and a personalized greeting "Good Morning Kelsey Chevalier". Below the header is a navigation menu with links: [File](#), [Review](#), [Manage](#), [Information](#), [Messages](#), and [Logout](#). The main content area is titled "Upload File : Critical Incident Report". Within this area, there is a section titled "Upload/View Documents (Hide Upload/View CIR Documents...)" which contains a form. The form has a "Document Type" dropdown menu set to "Incident Reporting". Below this, the "Select a File:" field shows the path "C:\Users\kcheval\Desktop\Test CIR.pdf" next to a "Browse..." button. A message below the file field states "Please select file of the following types: .pdf". At the bottom of the form is an "Upload" button, which is highlighted by a large red arrow. The footer of the page reads "Iowa Department of Human Services".

# FFS Reporting Process (cont.)

Please select file of the following types: .pdf

Upload

Incident Report(470-4698 2020- Test.pdf) uploaded successfully. Assigned Incident Number is 83060.



# Viewing incidents

The screenshot shows the Iowa Medicaid Portal Access website. A red arrow labeled '1' points to the 'Review' menu item in the top navigation bar. Another red arrow labeled '2' points to the 'Existing Incident' link in the dropdown menu under 'Review'. The website header includes the text 'Iowa Medicaid Portal Access' and 'Good Evening Kelsey Chevalier'. The navigation bar contains links for 'File', 'Review', 'Manage', 'Information', 'Messages', and 'Logout'. The 'Review' dropdown menu is open, showing 'View Authorization', 'Existing Incident', and 'Health Home Report'. The main content area features a welcome message, a helpful hints section, and a news section titled 'Medicaid in the news' with an article about dental insurance for older Americans. The taskbar at the bottom shows various application icons and the system clock indicating 6:51 PM on 12/12/2016.

1

2

Iowa Medicaid Portal Access

Good Evening Kelsey Chevalier

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

View Authorization

Existing Incident

Health Home Report ▶

Welcome to the Iowa Medicaid Portal Application!

Helpful Hints

Looking for a medicaid participating provider? **Find one here.**

Be sure to find all of the latest Provider Information Letters **here.**

Medicaid in the news

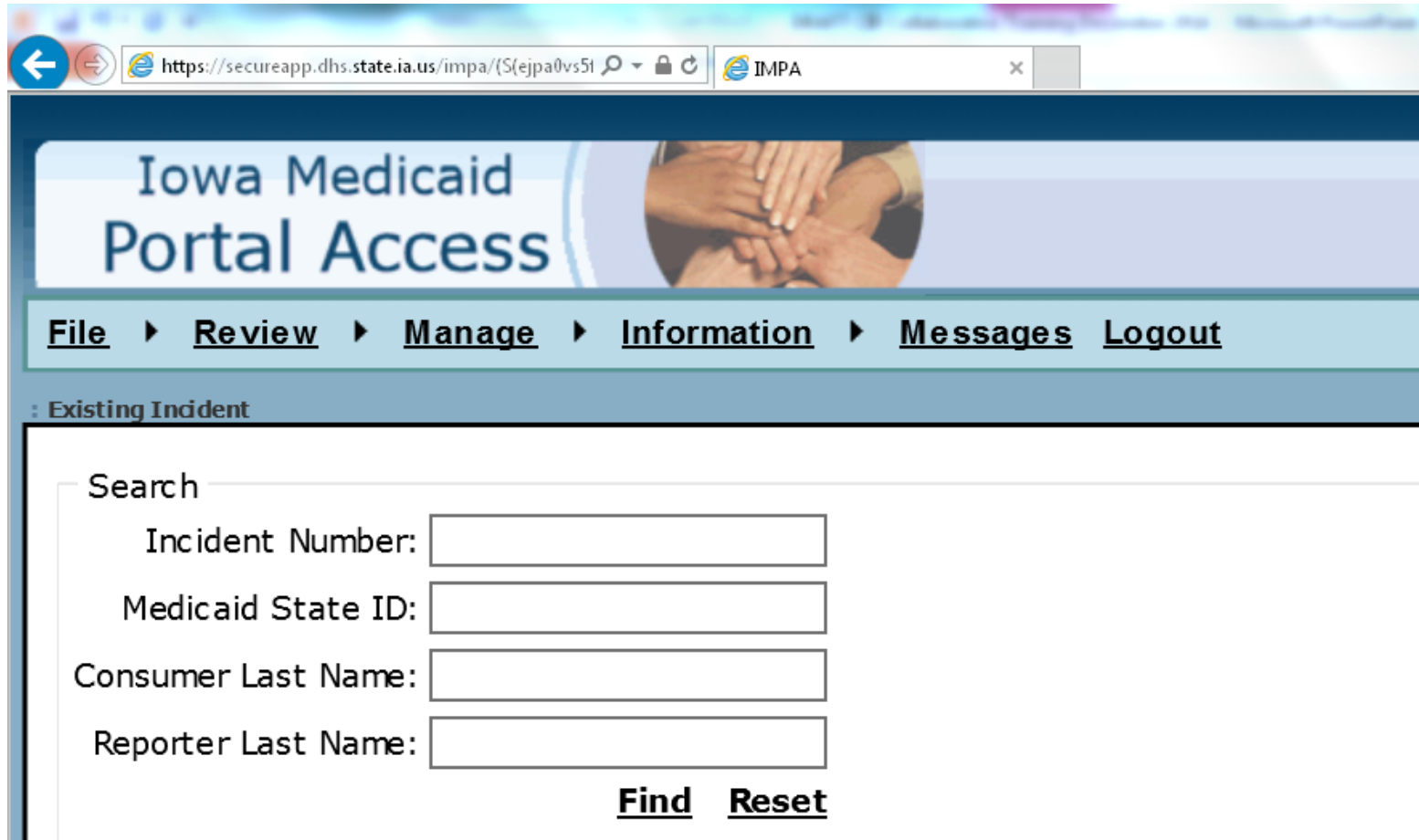
**Few older Americans have dental insurance** (6 days ago)

Only 12 percent of older Americans have some form of dental insurance and fewer than half visited a ...

**Click here for the User Registration Guide**

6:51 PM 12/12/2016

# Viewing Incidents (cont.)



The screenshot shows a web browser window with the URL [https://secureapp.dhs.state.ia.us/impal/S\(ejpa0vs51](https://secureapp.dhs.state.ia.us/impal/S(ejpa0vs51). The page title is "Iowa Medicaid Portal Access". The navigation menu includes [File](#), [Review](#), [Manage](#), [Information](#), [Messages](#), and [Logout](#). The main content area is titled ": Existing Incident". Below this, there is a search form with the following fields:

- Search
- Incident Number:
- Medicaid State ID:
- Consumer Last Name:
- Reporter Last Name:

At the bottom of the form are the buttons [Find](#) and [Reset](#).



# Updating an Incident previously submitted

- Search member
- Identify report needing the update
- Select the pencil

Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Existing Incident

Search

Incident Number:

Medicaid State ID:

Consumer Last Name:

Reporter Last Name:

[Find](#) [Reset](#)

			Incident ID	Medicaid State ID	Consumer Name	Incident Date	Reporter Name	CaseManager Name	Completed	Note
Select	Delete					09/06/2009			True	

# FFS Reporting Process (cont.)

## ISIS Workflow

- Case Managers answer milestones in the Individualized Services Information System (ISIS)

## IMPA

- Disable users when employment ends

# What's New?

## Emergency Room (ER) Claim Review

- ER Claims are pulled on a monthly basis
- Diagnosis codes are filtered to identify those meeting the definition of a major critical incident
- Critical Incident reports are matched to the ER claims
- Case Managers are contacted regarding ER claims without an incident report

# Ensuring all incidents are reported

- Case Managers should ask members about ER visits each time they talk/meet
- Providers should ask members when they see them if they have been in the ER since the last time services were provided

# Managed Care Organizations (MCO)

- Amerigroup
- Iowa Total Care
- All of the same waivers, rules, definitions, reporting
- When member is enrolled with an MCO, a critical incident report does not need to be submitted to IME

# Submitting the CIR with Amerigroup

## <https://providers.Amerigroup.com/IA>



### News & Announcements

[Effective June 1, 2018, Amerigroup Iowa, Inc. providers will be required to use ProView for credentialing](#)

[Q3 Medical Policies and Clinical Utilization Management Guidelines Updates](#)

### Log In

[Using your Availity ID and password.](#)

### Join our Network

### Provider Survey

Please help us improve our provider website by taking this brief survey

**Take Survey** ➔

### Do more online by registering for Provider Self-Service

Through Provider Self-Service, you can:

- File and check the status of medical claims
- Verify eligibility
- Request precertification
  - Billing at Group level, include Group NPI
  - Billing at

### Training & Credentialing

**Provider Training Manual**

[Iowa Provider Manual](#)

**Provider Webinar**

[New Provider Orientation Schedule](#)

[Long-term Services and Supports Provider Orientation](#)

[IME Provider Orientation](#)

### Provider Resources & Documents

- ☒ **Behavioral Health**
- ☒ **Claims Submission and Reimbursement Policy**
- ☒ **Clinical Practice Guidelines**
- ☒ **Critical Incident Form**
  - Critical Incident Form
- ☒ **Disease Management Centralized Care Unit**



# The Form

## Iowa Critical Incident Form

Please fill out the form completely, including all required fields. Remember to select **submit** to electronically send to Amerigroup Iowa, Inc.

If you have questions regarding the form or need to update a previously submitted form, please call us at 515-327-7012, ext. 1061035185.

**Please note:** This tool does not have the ability to save entered data and retrieve it at a later date.



### Iowa Department of Human Services Iowa Medicaid Critical Incident Report

Date Received: mm/dd/yyyy

Incident ID:

Staff Reviewer:

**Instructions:** Submit all pages of this form with as much information as possible within the required reported timeframes.

**Note:** \* indicates required field.

#### Incident Status\*:

- ☐ Initial (Pending further investigation)
- ☐ Completed (investigation completed)
- ☐ Additional information added

#### Managed Care Organization\*:

- ☒ Amerigroup Iowa
- ☐ UnitedHealthcare Community Plan
- ☐ Non-MCO



#### Provider/Facility Information

National Provider Identifier\*

Phone Number\* - ext (up to 10 digit)

XXXXXXXXXX-XXXXXXXXXX

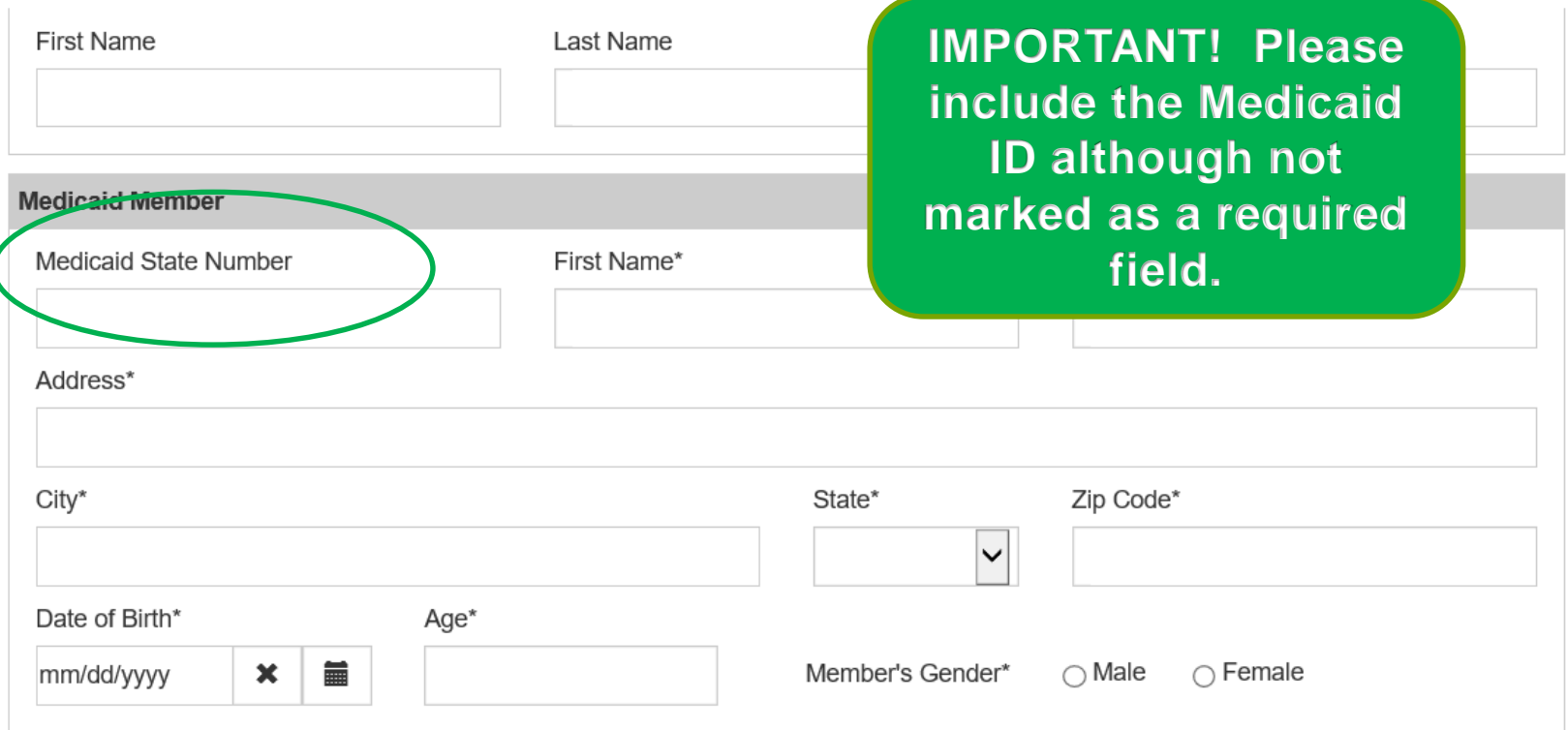
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The screenshot shows a web form titled "Iowa Critical Incident Form". It contains several input fields for personal information. A green arrow points to the "Medicaid State Number" field, which is also circled in green. A green callout box with a yellow border contains the text: "IMPORTANT! Please include the Medicaid ID although not marked as a required field." The form fields include:

- First Name
- Last Name
- Medicaid Member (Section Header)
- Medicaid State Number (highlighted with a green arrow and circle)
- First Name\*
- Address\*
- City\*
- State\* (dropdown menu)
- Zip Code\*
- Date of Birth\* (with a date picker icon)
- Age\*
- Member's Gender\* (with radio buttons for Male and Female)



# The Form

## Iowa Critical Incident Form

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If you have questions regarding the form or need to update a previously submitted form, please call us at **515-327-7012**, ext. **1061035185**.

**Please note:** This tool does not have the ability to save entered data and retrieve it at a later date.

Describe:

**Additional Follow-up and Notes** (Place additional detail regarding incident or resolution as discovered.)

Describe:

Click BEFORE  
submitting

Print Form

Submit

### Critical Incident Submission Guidelines per Iowa Administrative Code Chapter 77

Major incidents require notification by the end of the next calendar day following the incident. Minor incidents are reported to the staff's supervisor within 72 hours of the incident. Cases of abuse require notification to the DHS Abuse Hotline (1-800-362-2178) and the member's assigned MCO.

**Note:** Mandatory incident reporting requirements to other entities continue to apply including, but not limited to, Iowa Code Chapter 235B and Iowa Administrative Code Chapter 50.

# The Form

## Iowa Critical Incident Form

Please fill out the form completely, including all required fields. Remember to select **submit** to electronically send to Amerigroup Iowa, Inc.

If you have questions regarding the form or need to update a previously submitted form, please call us at 515-327-7012, ext. 47107.

**Please note:** This tool does not have the ability to save entered data and retrieve it at a later date.

Describe:

Drag textbox down from right corner to expand.

Click to send

Print Form

Submit

### Critical Incident Submission Guidelines per Iowa Administrative Code Chapter 77

Major incidents require notification by the end of the next calendar day following the incident. Minor incidents are reported to the staff's supervisor within 72 hours of the incident. Cases of abuse require notification to the DHS Abuse Hotline (1-800-362-2178) and the member's assigned MCO.

**Note:** Mandatory incident reporting requirements to other entities continue to apply including, but not limited to, Iowa Code Chapter 235B and Iowa Administrative Code Chapter 50.


# The Form

Describe:

Additional Follow-up and Notes (Place additional detail regarding incident or resolution as discovered.)

Describe:

Drag textbox down from right corner to expand



**IOWA CRITICAL INCIDENT REPORT**

Submission successful.

The confirmation number is **INC-GBD-191**

Close

Use as a reference with QM team

Submission Instructions

# Iowa Total Care Accessing the Critical Incident Report Form

The screenshot shows the Iowa Total Care website. At the top, there is a navigation bar with links: Home, For Members, Find A Provider, About Us, Careers, Contact, and a search bar. Below the navigation bar, there are logos for Iowa Total Care, ia health link, and Hawki. A secondary navigation bar contains links: FOR MEMBERS, FOR PROVIDERS, ABOUT US, and CONTACT US. The 'FOR PROVIDERS' link is highlighted with a blue arrow. Below this, there is a dropdown menu for 'FOR PROVIDERS' with options: Sign Up for Provider Emails, Login, Become a Provider, Prior Authorization Check, Pharmacy, Contracting and Credentialing, and Provider Resources. The 'Provider Resources' option is expanded, showing a list of links: Manuals, Forms and Resources, Provider Training, and Provider Toolkits. The 'Manuals, Forms and Resources' link is highlighted with a blue arrow. Below this, there is a section titled 'Manuals, Forms and Resources' with a sub-header 'Stay Up-To-Date On The Coronavirus'. It lists links to the Iowa Department of Public Health, Centers for Disease Control and Prevention, and Iowa Department of Human Services. Below this, there is a section titled 'Manuals' with two bullet points: 'Provider Manual (PDF)' and 'Provider Billing Manual (PDF)'. The 'Provider Manual (PDF)' link is highlighted with a blue arrow.


- Log on to the Iowa Total Care website  
<https://www.iowatotalcare.com/>
- Select “For Providers”
- From the dropdown menu select manuals, forms, other resources

# Iowa Total Care Accessing the Critical Incident Report Form (cont.)

## Forms

\*Before filling out the forms below, right click on the link and choose "Save Link As" to save it to your desktop. This will make sure the file shows the information correctly.

### Iowa Total Care Forms

- [PCP Change Form \(PDF\)](#)
  - [Notification of Pregnancy \(NOP\) Form - English \(PDF\)](#)
  - [Notification of Pregnancy \(NOP\) Form - Spanish \(PDF\)](#)
  - [Outpatient Medicaid Prior Authorization Form \(PDF\)](#)
  - [Inpatient Medicaid Prior Authorization Form \(PDF\)](#)
  - [Critical Incident Report Form \(PDF\)](#)
  - [Provider Dispute Form \(PDF\)](#)
  - [Notice of Payment Suspension \(PDF\)](#)
  - [Consumer-Directed Attendant Care \(CDAC\) Targeted Medical Claim Form \(PDF\)](#)
- 

The Critical Incident Report form is listed under the forms section of the website.

# Iowa Total Care Accessing the Critical Incident Report Form (cont.)



## Iowa Medicaid Critical Incident Report

Date Received	Incident ID	Staff Reviewer
<b>Instructions:</b> Submit all pages of this form with as much information as possible within the required reporting timeframes.		
<b>Incident Status:</b> <input type="checkbox"/> Initial (pending further investigation) <input type="checkbox"/> Completed (investigation completed) <input type="checkbox"/> Additional information added		<b>Managed Care Organization:</b> <input type="checkbox"/> Amerigroup Iowa <input type="checkbox"/> UnitedHealthcare Community Plan <input type="checkbox"/> Iowa Total Care <input type="checkbox"/> Non-MCO
Provider/Facility Information	National Provider Identifier	Phone Number
	Provider or Agency Name	
	Provider Address	
	City	State

Be sure to complete each section of the Critical Incident Report Form before submitting to Iowa Total Care.

# Iowa Total Care Accessing the Critical Incident Report Form (cont.)

Once the form is completed it will need to be submitted by either fax or email to Iowa Total Care:

Fax 1-833-205-1251

Email [QOCCIR@iowatotalcare.com](mailto:QOCCIR@iowatotalcare.com)

# FFS Resources

- Administrative Code and Rules  
<http://dhs.iowa.gov/administrative-rules>
- Critical Incident Reporting Location, Guides and Forms  
<http://dhs.iowa.gov/ime/providers/rights-and-responsibilities/critical-incident-responding>
- Incident Reporting Questions  
[hcbsir@dhs.state.ia.us](mailto:hcbsir@dhs.state.ia.us)
- Iowa Medicaid Portal Access (IMPA) Website  
<https://secureapp.dhs.state.ia.us/imp/>
- HCBS Specialists Contacts  
<http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/hcbs-contacts>



# FFS Resources cont.

- Iowa Department of Human Services forms  
<https://dhs.iowa.gov/ime/providers/forms>
- Critical Incident Reporting Access Request Form
  - Need option “Critical Incident Report” in IMPA<https://www.tfaforms.com/243237>

# Member Eligibility Determination

Call the Eligibility and Verification System (ELVS)

- 515-323-9639 (locally in Des Moines)
- 1-800-338-7752 (toll free)
- Available 24 hours a day, seven days a week

# Questions

HCBS QIO Incident Reporting Mailbox

[hcbsir@dhs.state.ia.us](mailto:hcbsir@dhs.state.ia.us)

Amerigroup

[iaincidents@Amerigroup.com](mailto:iaincidents@Amerigroup.com)

<https://providers.amerigroup.com>

515-327-7012, ext. 106-103-5185

Provider Services 800-454-3730

Iowa Total Care

Fax 1-833-205-1251

[QOCCIR@IowaTotalCare.com](mailto:QOCCIR@IowaTotalCare.com)

# Summary

- Reviewed Iowa Administrative Code (IAC) requirements for incident reporting
- Defined the difference between a major and minor incident
- Identified the reporting process, including updates for fee-for-service (FFS) members
- Common IMPA errors
- How to access and submit a critical incident form for FFS members
- Introduced the ER Claims review process
- Locating, completing and submitting an incident report for Amerigroup
- Locating, completing, and submitting an incident report for Iowa Total Care
- Resource Information